



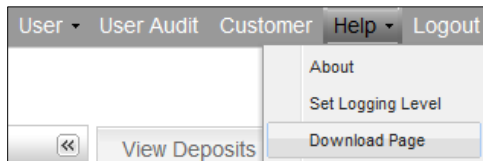
Merchant Capture – Scanning Guide

Before You Begin

To install packages, you will need Windows administrative rights

Download Page

After logging into SCO Web Capture, access the **Download Page** from the **Help** menu option.

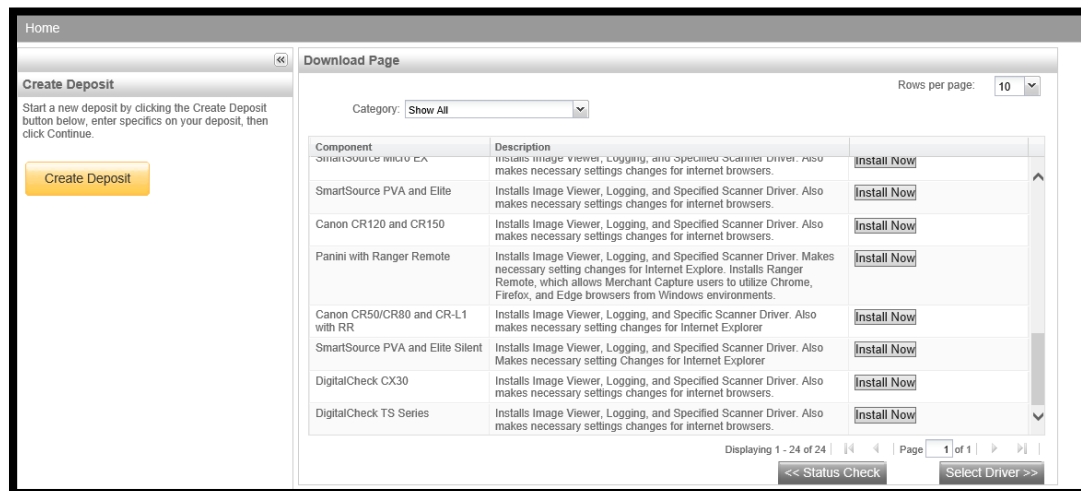


From the Download Page, find the installation package you need and click **Install Now**.

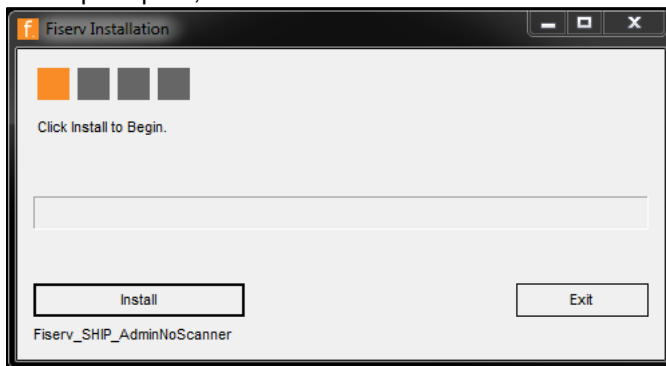
PaniniMyVisionX 32/64 install the **Panini package**.

Burroughs SmartSource Elite or Smart Source PVA install the **Smart Source PVA and Elite**.

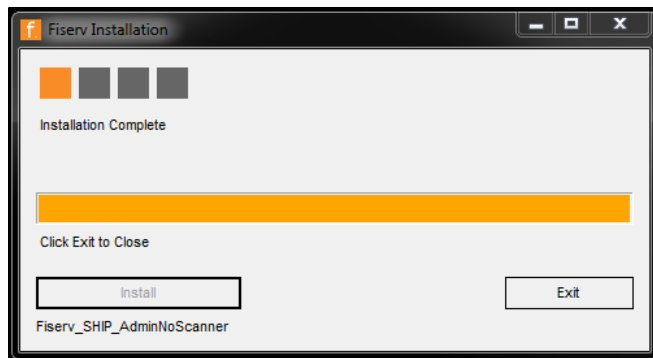
Digital Check Series TS240 (New Scanners) install the **DigitalCheck TS Series**.



When prompted, run/launch the downloaded file.



Click **Install** to begin. The process may take a few minutes.

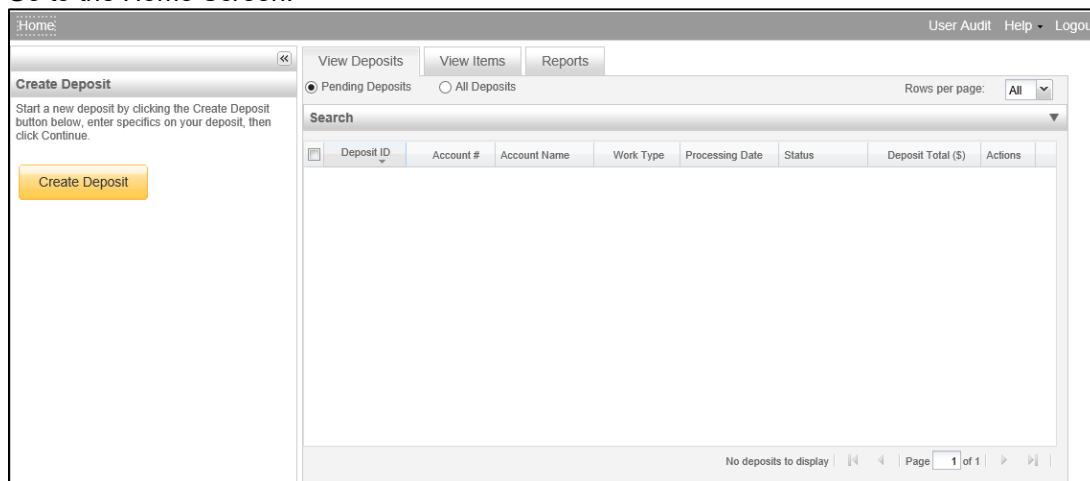


Once complete, click **Exit** to close the form.

*In order for the installation changes to take affect, please log out and back into SCO.

Creating a Deposit

Go to the Home Screen.



Click Create Deposit on the Home Screen:

 A screenshot of a "Create Deposit" form. The form has a title bar with "Create Deposit" and a close button (X). Below the title bar, there is a red asterisk followed by the text "* Required Fields". The form contains four input fields: "Deposit Name*", "Deposit Amount*", "Select Account:" (with a dropdown menu showing "DDA"), and "Store Number:". At the bottom of the form are two buttons: "Continue" (orange) and "Cancel" (gray).

Enter Deposit Name

Enter Deposit Amount.

Select Account from the Drop Down (if you have more than 1 account).

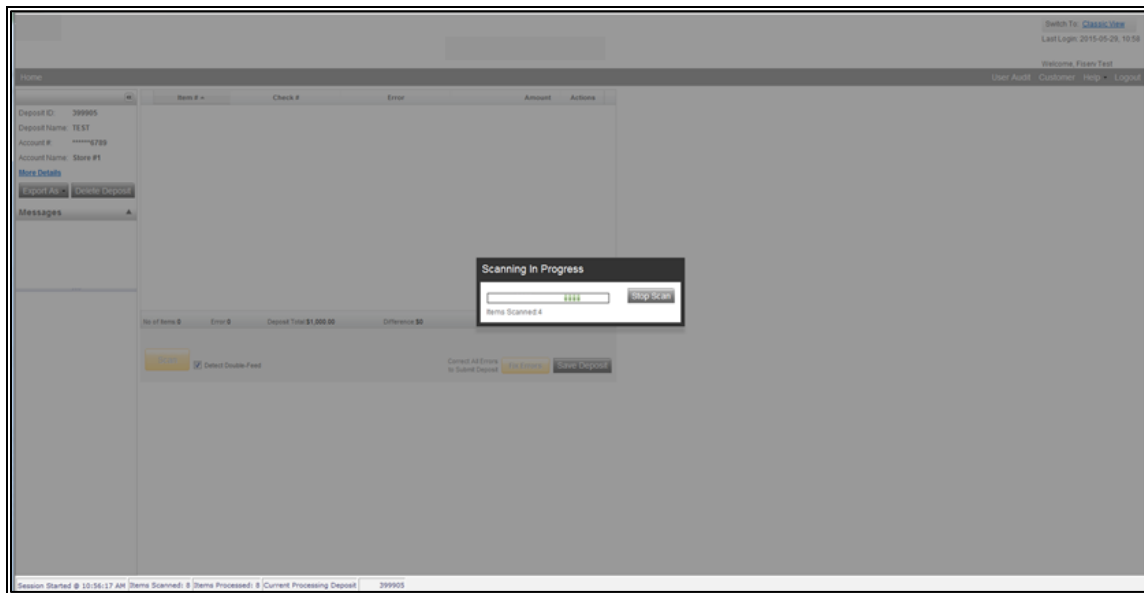
Store Number (Optional).

Click Continue.

Scanning Work

Please keep deposits to fewer than 200 items when possible.

1. Make sure the checks are straightened and tidy before placing them in the hopper. Do not place too many items in hopper. Minimizing hopper items will reduce rejects, jams, double documents, and piggy backs and maximize image quality.
2. Click **Scan** at the bottom of the screen.



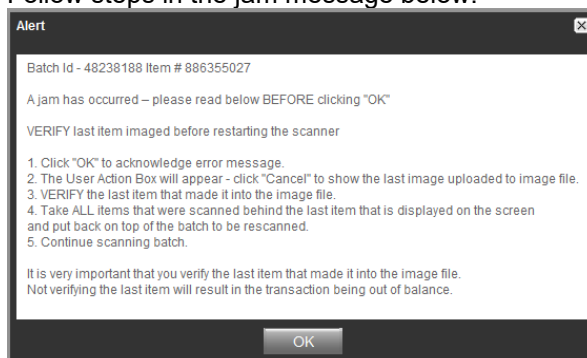
3. Verify that the last item on the screen matches the last item in the scanner pocket and that the item number sprayed by your scanner is legible if applicable. You are now ready to Fix Errors, balance, or create another deposit.

Clip or band the deposit together with the Deposit Detail Report with Images in front. Storing the processed deposits in an orderly way will prevent accidental rescanning and make research easier. Processed deposits should be retained for at least 3 weeks in case there are issues with your deposit.

If an item Jams

The scanner will stop and a message will appear.

- Remove the items from the exit pocket and turn face down.
- Remove the items from the feeder and place face up next to the scanner.
- Follow steps in the jam message below.



Clicking OK may clear any items jammed in the scanner. (If the scanner doesn't clear, you must remove the items manually.)

Do not assume that an item was captured because it is endorsed.

Place uncaptured items in front of the items removed from the feeder. Return the items to the feeder and click: **Scan**.

Fix Errors

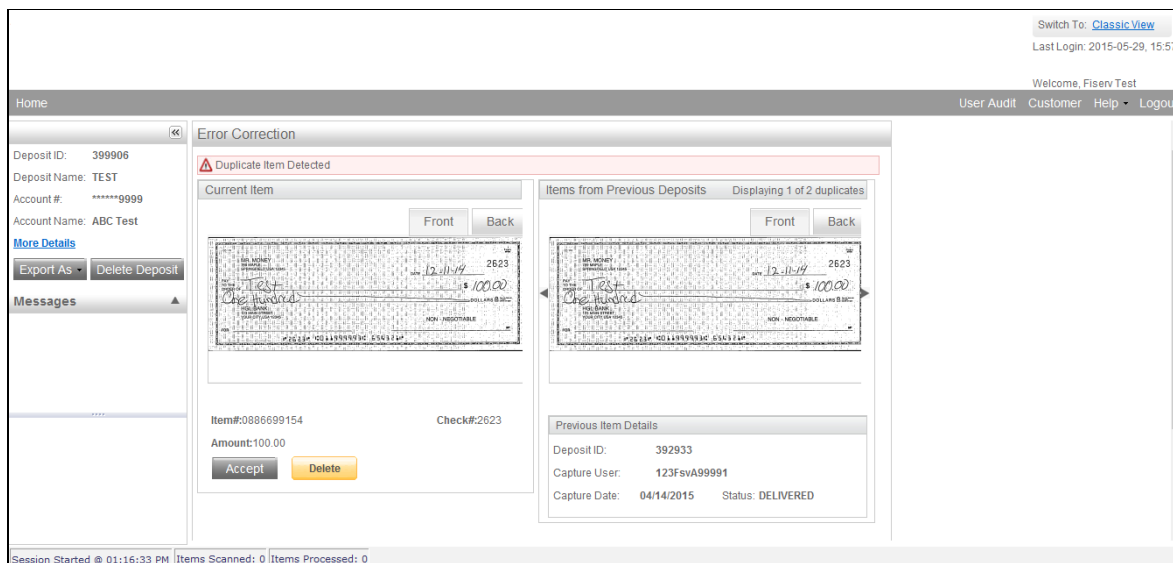
If there are any errors the Fix Errors tab will be available. Click **Fix Errors**.

If you click **Save Deposit** at any time before submitting, it will put the deposit in a Suspended status. The deposit will not be complete until you submit.

The screenshot displays the Fiserv Merchant Approver interface. At the top right, there is a 'Switch To: Classic View' link and a 'Welcome, Fiserv Merchant Approver' message. Below this is a navigation bar with 'Home', 'User Audit', 'Customer', 'Help', and 'Logout'. The main area features a table with columns: Item #, Check #, Error, Amount, and Actions. The first row shows Item # 0886396022, Check #, an error icon (red triangle), and an 'X' in the Actions column. To the left of the table, there is a sidebar with deposit details: Deposit ID: 49570797, Deposit Name: Test 5, Account No.: 654321, and Account Name: Store 1. Below this are links for 'More Details', 'Export As', and 'Delete Deposit'. A 'Messages' section is also visible. At the bottom of the main area, a summary bar shows 'No of Items: 1', 'Error: 3', 'Deposit Total: \$5.00', 'Difference: \$5.00', and 'Checks Total: \$0.00'. Below this bar are buttons for 'Scan', 'Detect Double-Feed' (checked), 'Please Fix Errors then Submit', 'Fix Errors', and 'Save Deposit'. The footer indicates 'Session Started @ 03:12:04 PM | Items Scanned: 3 | Items Processed: 3'.

MICR Errors

If multiple fields need to be corrected on the same image, the first field with an error will be highlighted in pink. Correct the field as needed and then tab, click with your mouse, or use the function keys to move to additional fields that need corrections. If you use the Enter key, a new message will appear (see below). Click OK to close the window. Now that field will be highlighted pink, you will need to click in the field, or use the function key related to that field, to key in it. Correct the field as needed. If you cannot read the document, click the image to enlarge it. Click the image again to re-size it.

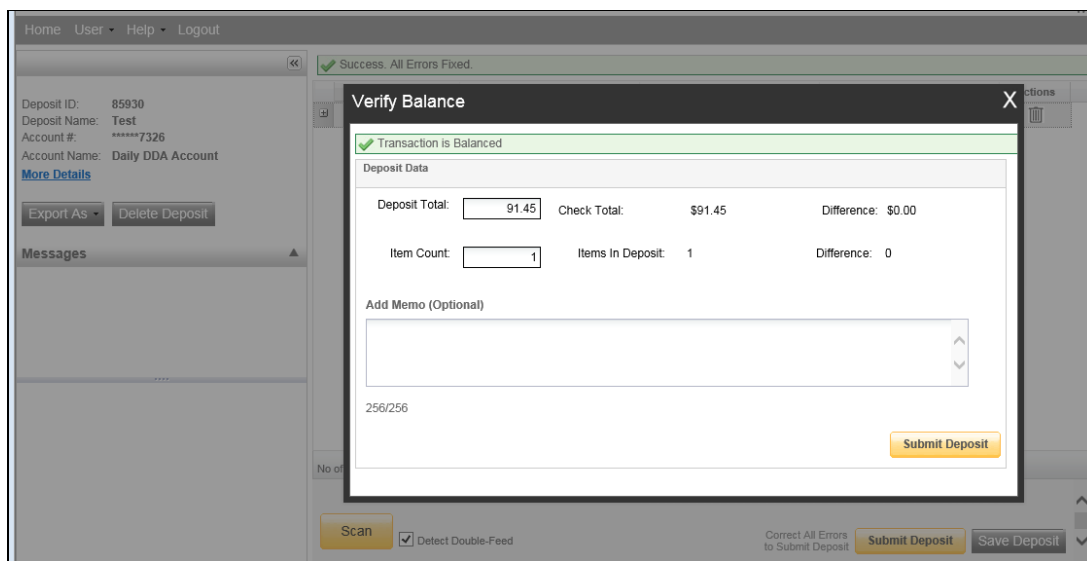



Once you determine whether the item is a duplicate, click **Delete** or **Accept**.

If no duplicates are found or when duplicates are resolved, the deposit is ready to be balanced or submitted.

Balancing Deposits

After all errors are fixed, click on **Submit Deposit**. The Verify Balance window opens, you can add a memo with the deposit information if desired.



If the deposit is not in balance you must review the items. To do this you will need to X out of the Verify Balance screen, which will take you back to the items in the batch. Open  each image to review that the amounts captured were correct. The arrow keys on the keyboard may also be used for opening/closing or moving through the images.

If necessary:

- scan missing items at the end of the deposit

- fix any amounts that are incorrect
- delete unintended items, if any

The 'Verify Balance' window displays a yellow warning banner at the top stating 'Transaction should be balanced before submit'. Below this, the 'Deposit Data' section shows the following values: Deposit Total: 91.45, Check Total: \$92.55, and Difference: \$1.10. The Item Count is 1, and Items In Deposit is 1, with a Difference of 0. There is an 'Add Memo (Optional)' text area below. At the bottom right, there is an 'Update' button.

- If all check records are correct and the deposit is still out of balance, click the Submit Deposit button again, then adjust the deposit amount to match the total of the checks.

The 'Verify Balance' window now shows a green success banner at the top stating 'Transaction is Balanced'. The 'Deposit Data' section shows the Deposit Total updated to 92.55, which now matches the Check Total of \$92.55, resulting in a Difference of \$0.00. The Item Count remains 1, and Items In Deposit remains 1, with a Difference of 0. The 'Add Memo (Optional)' text area is still present. At the bottom right, the button is now labeled 'Submit Deposit'.

When the deposit has been submitted, you have options:

- **Logout and close the browser window**
- **Create another deposit by clicking on Create Deposit**
- **Query / Deposit Report to review the deposit(s) you scanned today**

Reports

Click on View Deposits.

Select the deposit by clicking **View Deposit** under **Actions**.

Click **Export As: PDF With Images**: This report contains the same item detail information that the PDF report contains and additionally contains front and back images of each item in the deposit.

Home

User Audit Help Logout

View Deposits View Items Reports

Create Deposit

Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then click Continue.

Create Deposit

Pending Deposits All Deposits

Rows per page: All

Search

View Deposit

Deposit ID	Account #	Account Name	Work Type	Processing Date	Status	Deposit Total (\$)
255957508	9874563	Mobile Deposit Incentive Test	38	2024-08-29	DELIVERED	5.00
255758015	9874563	Mobile Deposit Incentive Test	38	2024-08-28	DELIVERED	2.75
255744321	9874563	Mobile Deposit Incentive Test	38	2024-08-28	DELIVERED	2.00

Displaying 1 - 3 of 3 Page 1 of 1

Home

User Audit Help Logout

Deposit ID: 255957508

Account #: 9874563

Account Name: Mobile Deposit Incentive Test

More Details

Export As

Pdf

CSV

Pdf with Images

Extract Images

Item #	Check #	Error	Amount	Actions
0886005462	019		5.00	
0886005463			5.00	

No of Items: 2

Error: 0

Deposit Total: \$5.00

Difference: \$0.00

Checks Total: \$5.00

Remember to log-out between user sessions!

End of Day

1. Verify that all Deposits are in *Submitted*, *Pending Review*, *Under Review* or *Delivered* status.
2. Print or save any needed reports (e.g., PDF Report, CSV Report, XML Extract, Deposit Detail Report).
3. Click **Logout** at the top of any screen. This will log the user out of the application and then you can exit web browser.

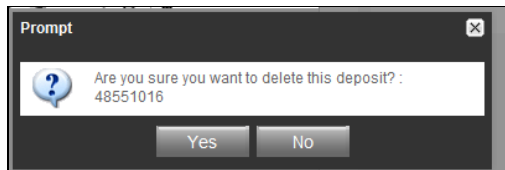
Remember to log-out between user sessions!

Additional How-To's

To remove/delete a deposit:



We recommend that you open any deposit before removing it to verify the deposit should be deleted. You can use the Delete Deposit option to the left of the screen within the deposit to remove it.

Select the deposit on the Deposit Status Screen and click Remove at the bottom right of the screen. A Prompt appears "Are you sure you want to delete this deposit?" Select Yes to remove or No if you do not want to remove the deposit.



- A deposit cannot be removed if it has been submitted.
- A removed deposit cannot be recovered. If you need the deposit, you must re-capture it.

To query for items previously processed:

1. Select the View Items tab.
2. Select the Search drop down.
3. Select Advanced Search if searching on something other than the amount
4. Enter search criteria in Search options. Include a deposit ID or at least one MICR field in the search criteria. Click search.
5. Click on the  or  by the item to view or to close.
6. Click Clear if you need to search again.

To search for previous days/deposits processed:

1. Select View Deposits tab.
2. Select the Search drop down.
3. Select Advanced Search
4. Enter search criteria in Search options, click search. (MICR fields don't need to be included in search criteria.)
5. To return to current date, click Clear and then search.

View Deposits View Items Reports

☐ Pending Deposits ☒ All Deposits Rows per page: 10

Search

From Date*: 2017-12-22 To Date*: 2017-12-22 From Amount: To Amount:

Capture User: Account #: Site ID: Deposit ID:

Capture Status:

Search Clear

Reports:

At the batch detail level there are four options:

Generate PDF: This report lists the item details that were captured in the deposit.

Generate PDF With Images: This report contains the same item detail information that the PDF report contains and additionally contains front and back images of each item in the deposit.

Generate CSV Report: This is an Excel formatted report of the item details captured in the deposit.

Extract Images: This option creates two tiff files per image (one front and one back) of the items captured in the deposit.

At the Query/Deposit Status Screen

There are three options at this level:

Generate PDF Report: This report lists all the deposits that have been captured for the date(s) selected.

Generate CSV Report: This is an Excel formatted report that lists all the deposits that have been captured for the date(s) selected.

Deposit Detail Report: This report contains individual PDF Reports for all deposits captured for the date(s) selected.

View Deposits View Items Reports

☒ Deposit Query ☐ Item Query Rows per page: 10

Search

Deposit ID	Account #	Account Name	Work Type	Processing Date	Status	Deposit Total (\$)
85930	*****7326	Daily DDA Account	25	2017-12-28	READY FOR APPROVAL	92

Export As

- Pdf
- CSV
- XML Extract
- Deposit Detail Report

Deposit Status – Definitions

Open – A deposit is placed in Open status when the deposit is newly created.

Uploading – A deposit that is in the process of uploading items.

Suspended – A deposit will remain suspended if the operator selects Cancel instead of Capture complete. Exceptions can be repaired. Balancing cannot be performed.

Capture Complete – This is a deposit that the operator has marked as complete to notify that it is ready for repair and balancing.

In Use – This is a deposit that is in use by your bank or another operator. No actions are allowed on this deposit while in use.

Ready For Approval – This deposit has all exceptions repaired and is ready to submit.

Pending Review – This deposit has been sent for final review.

Under Review – This deposit is currently going through final review.

Submitted – This deposit is approved and ready for processing. No further actions will be allowed on this deposit.

Delivered – This deposit has been delivered for processing.

IMPORTANT:

The following items cannot be processed electronically. These items will create exceptions.

Savings Bonds

Canadian US Dollar Items

Foreign Items

Non-Imageable Items (Checks that are not legible, too dark or too light)

You will need to remove these from your deposit and take them to your Financial Institution.